



## **Communications Status Report for Areas Impacted by Hurricane Irma September 10, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Irma as of September 10, 2017 at 11:00 a.m. EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS is currently activated for all areas of Puerto Rico and the U.S. Virgin Islands. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time. It should also be noted that not all communications providers have reported in DIRS, so some outage information may be missing.

The following counties are in the geographic area that was covered by the DIRS activation as of this morning (the "disaster area"). (Please note that DIRS was activated earlier this afternoon for all counties in Florida, and information regarding those counties will be included for the first time in tomorrow's report.)

**Puerto Rico:** Adjuntas, Aguada, Aguadilla, Aguas Buenas, Aibonito, Anasco, Arecibo, Arroyo, Barceloneta, Barranquitas, Bayamon, Cabo Rojo, Caguas, Camuy, Canovanas, Carolina, Catano, Cayey, Ceiba, Ciales, Cidra, Coamo, Comerio, Corozal, Culebra, Dorado, Fajardo, Florida, Guanica, Guayama, Guayanilla, Guaynabo, Gurabo, Hatillo, Hormigueros, Humacao, Isabela, Jayuya, Juana Diaz, Juncos, Lajas, Lares, Las Marias, Las Piedras, Loiza, Luquillo, Manati, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Naranjito, Orocovi, Patillas, Penuelas, Ponce, Quebradillas, Rincon, Rio Grande, Sabana Grande, Salinas, San German, San Juan, San Lorenzo, San Sebastian, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa, Yauco

**U.S. Virgin Islands:** St. Croix, St. John, St. Thomas

### **911 Services**

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of each Public Safety Answering Point (PSAP) through the filings of 911 Service Providers in DIRS, reporting to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators, and, if necessary, from individual PSAPs.

There are a total of 2 (same as yesterday) PSAPs affected in the reporting area:

- Operational without Automatic Location Information (ALI) or Automatic Numbering Information (ANI): 2 (both PSAPs in the U.S. Virgin Islands)

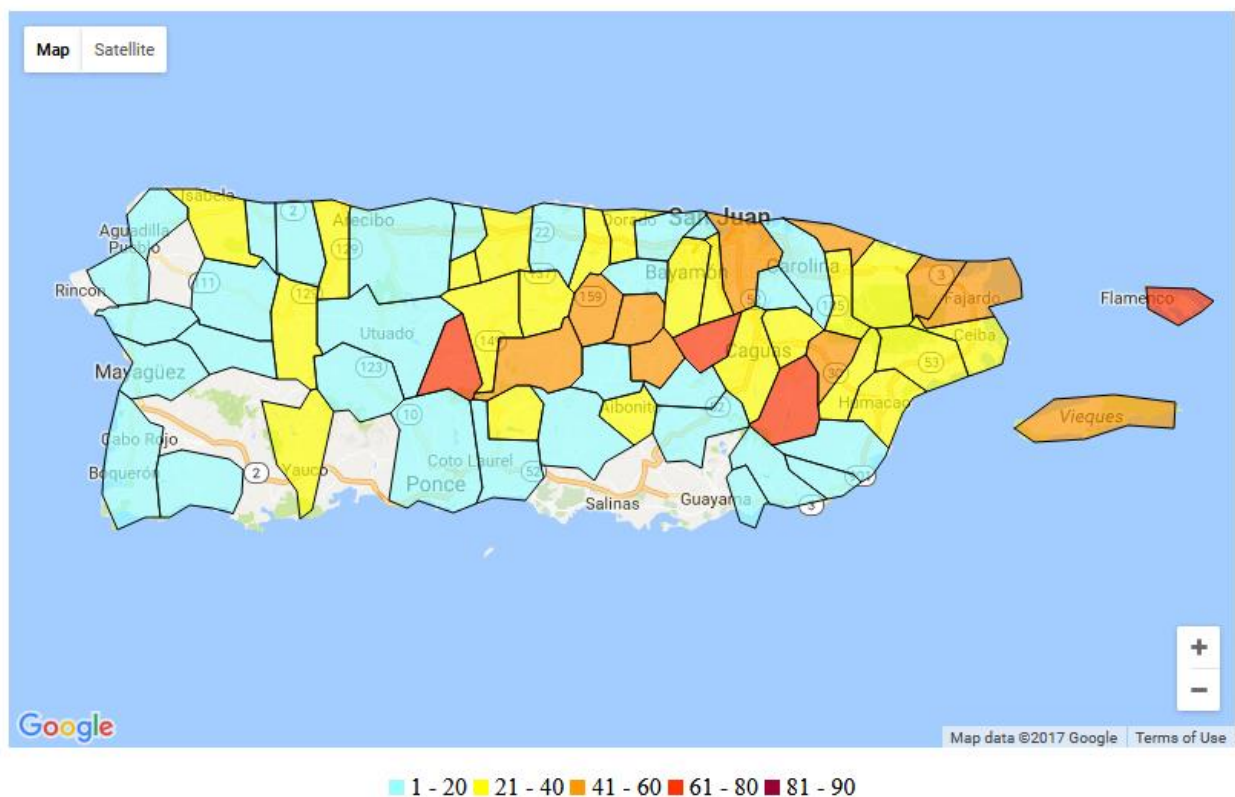
## Wireless Services

The following section describes the status of wireless communications services and restoration in the disaster area, including the percentage of cell sites out of service for each county.

The following map of the disaster area illustrates which counties in Puerto Rico are most affected:

### Percent Cell Sites Out-of-Service By County

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The following table provides the percentage of cell sites out of service by county. 26.9% cell sites are out of service (down from 31.1% yesterday) in the affected area. 25% (down from 29.3% yesterday) of cell sites are out of service in Puerto Rico, and 57.9% (down from 60.7% yesterday) of cell sites are out of service in the U.S. Virgin Islands.

50% or more of cell sites are out of service in the following counties:

- **Puerto Rico:** Aguas Buenas, Corozal, Culebra, Fajardo, Juncos, Luquillo, Naranjito, San Lorenzo, Vieques, Comerio, Jayuya and Orocovis.
- **U.S. Virgin Islands:** St. John and St. Thomas



The information shown was provided by the signatories to the Wireless Resiliency Cooperative Framework and several additional companies that agreed to allow us to include their data in the aggregated data:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
PR	AGUADILLA	34	1	2.9%
PR	AGUAS BUENAS	11	8	72.7%
PR	ARECIBO	43	7	16.3%
PR	BARCELONETA	15	3	20.0%
PR	BAYAMON	103	30	29.1%
PR	CAGUAS	67	14	20.9%
PR	CAMUY	11	1	9.1%
PR	CANOVANAS	20	8	40.0%
PR	CAROLINA	86	17	19.8%
PR	CATANO	14	1	7.1%
PR	CEIBA	8	2	25.0%
PR	COROZAL	12	6	50.0%
PR	CULEBRA	5	4	80.0%
PR	DORADO	28	7	25.0%
PR	FAJARDO	25	15	60.0%
PR	FLORIDA	4	1	25.0%
PR	GUAYNABO	66	24	36.4%
PR	GURABO	22	6	27.3%
PR	HATILLO	19	5	26.3%

PR	HUMACAO	29	7	24.1%
PR	ISABELA	20	5	25.0%
PR	JUNCOS	14	7	50.0%
PR	LAS PIEDRAS	12	3	25.0%
PR	LOIZA	7	3	42.9%
PR	LUQUILLO	9	5	55.6%
PR	MANATI	21	6	28.6%
PR	MAUNABO	8	1	12.5%
PR	MOROVIS	11	3	27.3%
PR	NAGUABO	16	6	37.5%
PR	NARANJITO	15	8	53.3%
PR	QUEBRADILLAS	13	1	7.7%
PR	RIO GRANDE	29	9	31.0%
PR	SAN JUAN	249	111	44.6%
PR	SAN LORENZO	13	9	69.2%
PR	TOA ALTA	30	6	20.0%
PR	TOA BAJA	41	7	17.1%
PR	TRUJILLO ALTO	31	6	19.4%
PR	VEGA ALTA	22	7	31.8%
PR	VEGA BAJA	25	3	12.0%
PR	VIEQUES	8	4	50.0%
PR	YABUCOA	17	3	17.6%

PR	ADJUNTAS	5	1	20.0%
PR	AGUADA	11	1	9.1%
PR	AIBONITO	13	3	23.1%
PR	ANASCO	9	1	11.1%
PR	ARROYO	6	1	16.7%
PR	BARRANQUITAS	8	1	12.5%
PR	CABO ROJO	34	2	5.9%
PR	CAYEY	26	2	7.7%
PR	CIALES	9	3	33.3%
PR	CIDRA	16	2	12.5%
PR	COAMO	11	2	18.2%
PR	COMERIO	13	7	53.8%
PR	GUANICA	9	0	0.0%
PR	GUAYAMA	16	0	0.0%
PR	GUAYANILLA	5	0	0.0%
PR	HORMIGUEROS	8	0	0.0%
PR	JAYUYA	4	3	75.0%
PR	JUANA DIAZ	21	2	9.5%
PR	LAJAS	11	1	9.1%
PR	LARES	6	2	33.3%
PR	LAS MARIAS	5	1	20.0%
PR	MARICAO	3	0	0.0%

PR	MAYAGUEZ	44	6	13.6%
PR	MOCA	9	0	0.0%
PR	OROCOVIS	8	4	50.0%
PR	PATILLAS	10	2	20.0%
PR	PENUELAS	12	0	0.0%
PR	PONCE	74	2	2.7%
PR	RINCON	10	0	0.0%
PR	SABANA GRANDE	7	0	0.0%
PR	SALINAS	23	0	0.0%
PR	SAN GERMAN	13	0	0.0%
PR	SAN SEBASTIAN	13	1	7.7%
PR	SANTA ISABEL	11	0	0.0%
PR	UTUADO	10	1	10.0%
PR	VILLALBA	4	1	25.0%
PR	YAUCO	13	3	23.1%
VI	ST. CROIX	40	9	22.5%
VI	ST. JOHN	10	9	90.0%
VI	ST. THOMAS	57	44	77.2%
<b>TOTAL</b>		<b>1,850</b>	<b>497</b>	<b>26.9%</b>

#### **Cable Systems and Wireline (Combined)**

Since there are widespread power outages in Puerto Rico and the U.S. Virgin Islands, the FCC has received reports that large percentages of consumers are without either cable services or wireline service. Companies are actively working to restoring service.

**Broadcast**

Radio stations reported out of service: As was the case yesterday, WTJF-FM in the U.S. Virgin Islands is the only radio station that has reported being out of service.

6 (same as yesterday) TV stations have reported being out of service:

- **Puerto Rico:** WOST, WMEI, WQQZ and WWKQ
- **U.S. Virgin Islands:** WTJX-TV and W05AWD